TeleData, Inc.

User Manual

Business Telephone & Data Solutions

Panasonic TVA/TDA

Voicemail & System

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Section 1

Using Your Voice Processing System (VPS)

Section 1 – Using Your Voice Processing System (VPS)

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Abbreviations / Symbols

Following are a list of abbreviations and symbols and their definitions used in this instruction manual.

EXT	Extension
PBX	Telephone System
VPS	Voice Processing System
VM	Voicemail
[CO]	Outside Line
[#]	Pound key on telephone dial pad
[*]	Star key on telephone dial pad
[2]	Number Key on telephone dial pad
⮝	Arrow Up
⮟	Arrow Down

Definitions

Off Hook – Lift handset from cradle.
On-Hook – Put handset on cradle.
Subscriber – Names/Users in the voice processing system

First Time Set-Up

Dial Voicemail box extension number and follow tutorial prompts to the end of complete tutorial.

Important Information

Business Name _____

Voicemail Box [Extension] Number _____

Back Door Number (Optional) _____

System Passwords _____

_____

Mailbox Log - In

Day Mode:

1. Call main number of business.
2. Ask to be transferred to voicemail. (Transfer, 500, hang up)
3. When greeting plays, dial [#] [6] [*]
4. You will be prompted to enter your password.

Night Mode:

1. Call main number of business.
2. When Voicemail answers, dial [#] [6] [*] and your mailbox number.
3. You will be prompted to enter your password.

Recording Menus

1. Log In
2. [5] To record messages.
3. [3] For customer service menus.
4. Enter the customer service menu number.
5. _____ Day _____ Night
6. [1] To change the message.
7. [1] To record message.
8. Listen to prompts and record greeting.
9. [1] To end recording.
10. [2] To accept changes.

NOTES:

_____

_____

_____

_____

_____

_____

_____

_____

Voice Mail Changes

Changing or Deleting Your Personal Greeting Messages

After callers reach your mailbox, they will hear your personal greeting message. You can record several kinds of Personal Greetings; the appropriate greeting will be played for callers. If you delete or do not record a greeting message, a prerecorded greeting message will be used.

No Answer Greeting: Heard by callers when you do not answer their calls. A common example might be, "This is [name]. I am unable to take your call right now …"

Busy Signal Greeting: Heard by callers when you are on another call. A common example might be, "This is [name]. I am on another call right now …"

After Hours Greeting: Message heard by callers when the VPS is in night mode. A common example might be, "This is [name]. I have gone home for the day …"

1. Log into your mailbox.
2. Enter [3] [1].
3. Select the desired greeting.
   [1] No Answer Greeting.
   [2] Busy Signal Greeting.
   [3] After Hours Greeting.
4. Follow the prompts as necessary
   [1] to change the greeting.
   [3] to delete the selected greeting.
   - The greeting will be deleted; go On-Hook to finish.
5. Record your greeting message after the tone.
   - We recommend stating your name in your greeting messages so that callers will know they have reached the correct mailbox.
   - The maximum length of each message is 1 minute by default.
6. Enter [1] to end recording.
7. Follow the prompts as necessary or go to Step 8.
   Enter [1] to review.
   Enter [3] to rerecord the greeting message.
   Enter [4] to add to the greeting message you just recorded.
   Enter [*] to delete the greeting message and exit.
8. Enter [2] to accept.
9. Record or delete other greeting messages as necessary by following the prompts.
10. Go On-Hook.

Note:

- A Temporary Personal Greeting is played instead of all your other greetings until it is deleted. Each time you log in to your mailbox, the VPS will ask you if you want to turn off (delete) your Temporary Personal Greeting.
- Make sure you go On-Hook only after you have accepted your new greeting in step 8. If you go On-Hook without accepting your new greeting, it will not be saved.

Changing Your VM Password

You can password protect your mailbox to prevent unauthorized access to your voicemail. If your mailbox has a password, you must enter it using the dial keys [0-9] whenever you log in to your mailbox. Your password can contain up to 16 digits. You can change your password at any time. When choosing a password, avoid using obvious number combinations. If you forget your password, have your System Administrator or System Manager clear or reset your password. You may then set a new one.

1. Log in to your mailbox
2. Enter [3] [2] [1]
3. Enter the desired password, then press [#].
   - It is necessary to set a password equal to or longer than the specified number of digits by default. For more information, consult your System Administrator
4. Enter [2] to accept.
5. Go On-Hook.

Change or Delete Your Subscriber Name

You can record your name in the VPS. The VPS can then announce your name for callers to let them know that they have reached the correct mailbox. If a caller does not know your mailbox number, the caller can try to reach you by entering the first few letters of your last name if the Dialing by Name feature is available. After entering the first few letters of your name, the VPS will announce the names of VPS subscribers whose names share those same letters, and the caller can select your name.

1. Log in to your mailbox.
2. Enter [3] [3] [1] to change name, continue to Step 4.
3. Enter [3] [3] [3] to delete name, then go On-Hook to finish.
4. Enter [1] to end recording.
5. Enter [2] to accept.
6. Go On-Hook.

Message Playback and Related Features

Playing Messages

Callers and other subscribers can leave messages for you, and you can play them back later after you have logged in to your mailbox.

Messages in your mailbox are divided into 3 types:

New Messages: Messages in your mailbox which you have not played back yet.

Old Messages: Messages in your mailbox which you have played back but have not yet deleted.

Deleted Messages: Messages in your mailbox which you have deleted. You can "recover" your deleted messages, after which they will be treated as old messages. If you do not recover deleted messages, they will be permanently deleted at the end of the next day.

When playing back a message, the VPS can also announce the message's "envelope" which is the date and time of the message, and the message sender's information.

1. Log in to your mailbox.
2. Enter [1]
3. Follow the prompts as necessary

   [1] to play new messages

   [2] to play old messages

   [3] to play deleted messages
4. Listen to the message.

   Pressing the [*] key during message playback will return you to the previous menu. You can then select another message type to listen to.

Note:

Additional features are available during and/or after message playback. Refer to the table and press the appropriate dialing key. Note that certain features are not available depending on the message type (new, old, and deleted).

Message Playback Features Table

Key	Feature	Message Type		
		New	Old	Deleted
①	Repeat the message	√	√	√
① ①	Replay the previous message	√	√	√
① ②	Play the next message	√	√	√
②	Pause / restart message playback (during playback only)	√	√	√
② ③ **	Play the message envelope	√	√	√
② ④	Set Bookmark (during playback only) [2] to restart message playback.	√	√	--
② ⑤	Start playback at the Bookmark	√	√	--
② ⑥	Save this message as new - After saving the message, the next message will be played soon.	√	--	--
③ (+ ①)**	Delete this message - If the confirmation message is played, press [1] to delete the message	√	√	--
③	Recover this message	--	--	√
④	Reply to this message	√	√	--
⑤ *	Rewind (during playback only)	√	√	√
⑥ *	Fast-forward, skip envelope (during playback only	√	√	√
⑦	Transfer this message	√	√	--
⑧	Adjust playback volume (during playback only)	√	√	√
⑨ *	Adjust playback speed (during playback only)	√	√	√
⑨ ⓪ *	Play back at normal speed (during playback only)	√	√	√

*These keys also function when using VM Menu.
** These keys only available when the appropriate COS settings are assigned to your mailbox. For more information, consult your System Administrator.

Note:

- VPS programming determines if the message envelope is played before each message, after each message, or only when you press [2] [3]. For more information, consult your System Administrator.
- The VPS will automatically delete both new and old messages after a specified number of days have passed. Your System Administrator controls how many days messages are retained. Each time you play a new or old message, the message retention counter resets.
- When messages are deleted, they will be retained until the end of the next day.
- A Bookmark allows you to set a point in a message that you can jump to quickly during playback. You can set only one Bookmark in each message. If you set a second Bookmark in the same message, the previous one is deleted.
- During playback, you can adjust playback volume and speed by pressing [8] [9] respectively. Press the desired key repeatedly to adjust the volume and speed as necessary. If volume or speed are at the highest setting, pressing the dialing key will select the lowest setting.

Replying to Messages

You can reply to messages left in your mailbox by either calling back the caller or by leaving a message in the caller's mailbox.

Calling back is possible when the person who left you the message is another subscriber. Calling back outside callers is possible if their Caller ID information is received by the PBX and VPS. However, this feature is not available with certain PBX models and may be disabled by the System Administrator for your mailbox.

Replying by leaving a message in the caller's mailbox is possible only if the caller is another subscriber. When replying by leaving a message in the caller's mailbox, you can set any of the following:

Urgent Status: The message will be heard before other messages by the recipient.

Private Status: The recipient will not be able to forward the message, ensuring privacy.

Auto Receipt: You will receive notification (receipt message) once the recipient has played back the message.

Reply: You can send your reply immediately or set a message delivery time. However, please know that you cannot reply to receipt messages.

Calling Back the Message Sender

1. Play back the desired message.
   - Only new and old messages can be replied to. To reply to a deleted message, recover the message first.
2. [4] during or after message playback.
3. [1] to call the sender.

Calling back outside callers (using Caller ID Callback) is only available with some PBX models. For more information, consult your System Administrator.

Leaving a Message for the Sender

1. Play back the desired message.
2. [4] during or after message playback.
3. [2] to begin recording.
4. Speak after the tone.

   You can pause and resume recording by pressing [2]. If you pause for more than 20 seconds, recording will stop automatically.
5. [1] to end recording.
6. [2] to accept.
7. [1] [1] to set the delivery time of the message.

   [1] [2] to send the message immediately, then go to Step 12

   [2] to accept, then go to step 15.
8. Enter the desired delivery time, then [#]
9. [1] for AM

   [2] for PM

   This option may not be available if the VPS is set for 24-hour time.
10. Enter the day of the month for delivery, then [#].
11. [2] to accept.
12. [1] to make the message urgent.

    [2] to continue.
13. [1] to make the message private.

    [2] to continue.
14. [1] to request a receipt.

    [2] to continue.
15. Go On-Hook

Note:

- Auto Receipt is not enabled by default. For more information, consult your system Administrator.
- New urgent messages are played before any other messages. However, old urgent messages are treated like regular messages: messages are played starting with the oldest.

Transferring Messages

You can transfer (forward) messages in your mailbox to other subscribers. However, please note that you cannot transfer receipt messages, or messages that were specified by the sender as "private".

When transferring a message, you can:

a. Specify the recipient by entering another subscriber's mailbox number.
b. Specify several recipients by entering a Personal Group Distribution List number or a Mailbox Group number.
c. Record your own comments and send them along with the transferred message.

Specifying the Recipients by Number

1. Play back the desired message.
2. [7] during or after message playback.
3. Enter one of the following:

   A mailbox number.

   A Personal Group Distribution List number, then [#].

   A Mailbox Group number if available.
4. [2] to accept.
5. [1] to transfer the message without recording your comments, then go to Step 8.

   [2] to record your comments.
6. Record your comments after the tone.
7. [1] to end recording.
8. [2] to accept.
9. Go On-Hook.

Specifying the Recipients by Name (Dialing by Name)

1. Play back the desired message.
2. [7] during or after message playback.
3. [#] [1]
4. Using the dialing keys, enter the first 3 or 4 letters of the desired recipient's name.
5. [1] to select the announced name

   [2] to hear the next name.

   [3] to repeat the current name.
6. Enter one of the following:

   [1] to transfer the message without recording your comments, then go to Step 10.

   [2] to record your comments.
7. Record your comments after the tone.
8. [1] to end recording.
9. [2] to accept.
10. Go On-Hook.

Remote Access to Voice Mail

You can call the VPS while outside and log in to your mailbox in order to listen to your messages. There are 2 ways to log in to your mailbox remotely:

Automatic Log-in:

When logging in to your mailbox remotely from a preprogrammed outside telephone number (assigned as a Caller ID number), you do not need to enter any special commands or your mailbox number. The VPS can recognize the telephone number you are calling from and determine your are the caller. This feature is not available with some PBX models and may be disabled by the System Administrator for your mailbox.

Manual Log-in:

You need to enter the Voice Mail Service Command followed by [*] and your mailbox number. Manual Log-in is necessary when logging in to your mailbox when Automatic Log-in is not available, when your mailbox is not programmed for Automatic Log in, or when you are calling from a telephone number not programmed for Automatic Log-in.

Remote Automatic Log-in

1. Call the VPS from the preprogrammed outside telephone number (assigned as a Caller ID number) using the telephone number you should dial in order to access the VPS remotely.
   Remote Number _____
2. [Password] [#]
3. [1] to play back messages.
4. Follow the prompts or select one of the following:
5. [#] [8] to call an extension
6. [#] [8] [0] to call the operator
7. [#] [9] when finished.
8. Go On-Hook.

Remote Manual Log-In

1. Call the VPS from an outside telephone using the number provided by your System Administrator.
   Remote Number _____
2. [#] [6]
3. [*] Mailbox number
4. [Password] [#]
5. [1] to play back new messages.
6. Follow the prompts or select one of the following as necessary:
7. [#] [8] to call an extension.
8. [#] [8] [0] to call the operator
9. [#] [9] when finished
10. Go On-Hook.

Section 2

Using Your Telephone System (PBX)

Section 2 – Using Your Telephone system (PBX)

The following subjects are covered in this section:

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Leaving Three-Party Conference
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Clearing Features
Customizing the Buttons 3.1.3
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1.4 During a Conversation

1.4.1 Call Transfer

— Transferring to an Extension on the PBX
— Transferring to an Outside Party Using the PBX Service

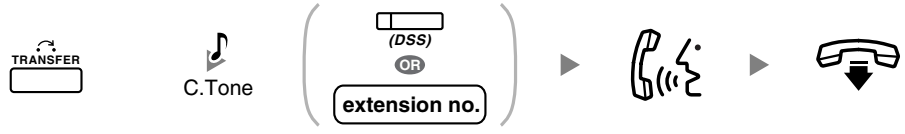
- You can transfer a held call without talking by going on-hook.
  If a call is not retrieved within a specified time, you will hear an alarm as a reminder. And, if an outside call is not answered within a specified time, it is automatically disconnected.
- **If you hear an alarm tone,** the destination extension did not answer the call. Answer the call.

Transferring to an Extension on the PBX

To transfer

PT/PS

During a conversation



Press **TRANSFER**. | Press **DSS** or dial **extension number**. | Talk. | On-hook.

You do not have to inform the destination extension about where the call has been transferred from. This can be disregarded.

SLT

During a conversation

Press **Recall/ hookswitch**. | Dial **extension number**. | Talk. | On-hook.

You do not have to inform the destination extension about where the call has been transferred from. This can be disregarded.

To transfer with one-touch (One-touch Transfer)

PT/PS

During a conversation

Press **DSS**. Talk. On-hook.

You do not have to inform the destination extension about where the call has been transferred from. This can be disregarded.

- Even if the transferred party does not answer, you can go on-hook.

Transferring to an Outside Party Using the PBX Service

Some extensions may be restricted from performing this feature.

PT/PS

During a conversation

Press **TRANSFER**. Seize **CO line**. Dial **outside phone number**. Talk. On-hook.

The call is transferred.

SLT

During a conversation

Press **Recall/ hookswitch**. Seize **CO line**. Dial **outside phone number**. Talk. On-hook.

The call is transferred.

- **Time limit**
  Both the caller and the transferred party will hear an alarm tone fifteen seconds before a specified time period.
- **To return to the held call before the destination answers,** press the TRANSFER button, corresponding CO, G-DN or INTERCOM button, or the hookswitch.

Customizing Your Phone

- 3.1.3 Customizing the Buttons
  Create or edit a Direct Station Selection (DSS) button.

1.4.2 Call Hold

— Call Hold
— Call Park

- **If a call is not retrieved within a specified time**, you will hear an alarm as a reminder. And, if an outside call is not answered within a specified time, it is automatically disconnected.

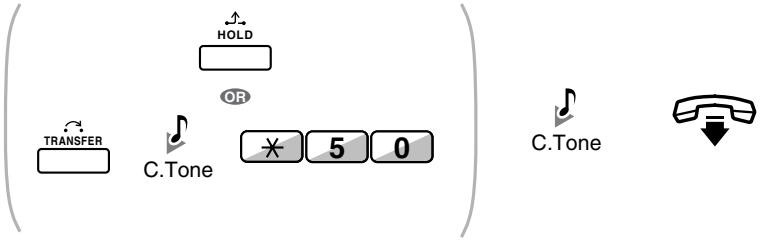
Call Hold

There are two types of hold. The difference between them is that other people can retrieve your held call (Regular Hold) or not (Exclusive Call Hold). As they can be alternated, ask your manager what the current mode is.

Call Hold

PT/PS

During a conversation



Press **HOLD,** or press **TRANSFER** and then enter ✱**50**.

On-hook.

SLT

During a conversation

Press **Recall/ hookswitch**.

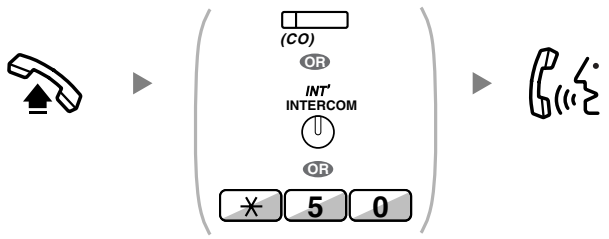
Enter ✱**50**.

On-hook.

Call Hold Retrieve

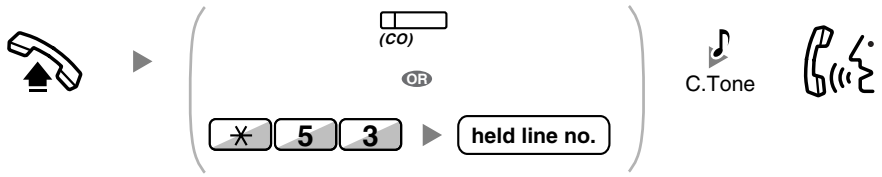
PT/SLT/PS

● ***At the holding extension (Call Hold Retrieve)***



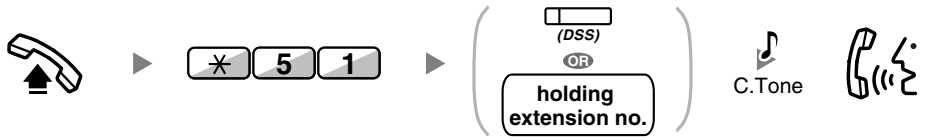
Off-hook. Press flashing **CO** or **INTERCOM**, or enter ✳ **50**. Talk.

● ***To retrieve an outside call from another extension—only Regular Hold (Call Hold Retrieve–Specified with a held line number)***



Off-hook. Press **CO**, or enter ✳**53** and then **held line number** (3 digits). Talk.

● ***To retrieve an intercom call or outside call from another extension—only Regular Hold (Call Hold Retrieve–Specified with a holding extension number)***



Off-hook. Enter ✳**51**. Press **DSS** or dial **holding extension number**. Talk.

- The CO or INTERCOM button light shows the current status as follows:
  — Regular Hold mode
  Flashing green slowly: Your held call
  Flashing red: Another extension's held call
  — Exclusive Call Hold mode
  Flashing green rapidly: Your held call
  Red on: Another extension's held call
- **Hold Mode Change (PT only)**
  After pressing the HOLD button, if you press the HOLD button again, the status switches from the Regular Hold mode to the Exclusive Call Hold mode or from the Exclusive Call Hold mode to the Regular Hold mode.

- **For simple operation,** you can automatically hold a call by pressing another CO, G-DN or INTERCOM button, only if preprogrammed. **(Automatic Call Hold)** Consult your dealer.

Call Park

You can put a call on hold in a common parking zone of the PBX so that any extension can retrieve the parked call. You can use this feature as a transferring feature.
A call can be put into either a specified parking zone (Specified) or any idle parking zone (Auto). If a Call Park button and Call Park (Automatic Park Zone) button have been established, you can select either way to park by simply pressing the corresponding button.
When a call is parked automatically, or more than one call has been parked at the same time, you need to specify the parking zone number to retrieve the required call.

To set

PT/PS

During a conversation

Press **Call Park**.

PT/PS

During a conversation

Press **TRANSFER**. | Enter ✱**52**. | Enter a specified **parking zone number** (2 digits) or press ✱ to park at an idle parking zone automatically. | On-hook.

If you hear a busy tone, enter another parking zone number or press ✱ again.

SLT

During a conversation

Press **Recall/ hookswitch**. | Enter ✱**52**. | Enter a specified **parking zone number** (2 digits). | On-hook.

If you hear a busy tone, enter another parking zone number.

Call Park Retrieve

PT/PS

Press a flashing **Call Park**.

PT/SLT/PS

Off-hook. Enter ✳**52**. Dial **stored parking zone number** (2 digits). Talk.

- If a call is parked automatically, confirm the parking zone number on the display.

- **If you hear a reorder tone when retrieving a parked call,** there is no held call. Confirm the stored parking zone number.
- After you park a call, you can perform other operations.

Customizing Your Phone

- 3.1.3 Customizing the Buttons
  Create or edit a Call Park button or Call Park (Automatic Park Zone) button.

1.4.3 Call Splitting

When talking to one party while the other party is on hold, you can swap the calls back and forth (alternately).

To alternate between the parties leaving one party on hold temporarily

PT/PS

During a conversation

Press **TRANSFER**. | Press **DSS** or dial **the other party's extension number**. | Talk to the other party. | Press **TRANSFER**. | Talk to the original party.

The other party will be on hold.

SLT

During a conversation

Press **Recall/ hookswitch**. | Dial **the other party's extension number**. | Talk to the other party. | Press **Recall/ hookswitch**. | Talk to the original party.

The other party will be on hold.

To leave the conversation and then let the two parties talk

PT/PS

During a conversation

Press **TRANSFER**. | Press **DSS** or dial **the other party's extension number**. | Talk to the other party. | Press **TRANSFER**. | On-hook.

SLT

During a conversation

Press **Recall/ hookswitch**. | Dial **the other party's extension number**. | Talk to the other party. | Press **Recall/ hookswitch**. | On-hook.

1.4.4 Call Waiting

— Answering Call Waiting in the PBX
— Answering Call Waiting from the Telephone Company

Answering Call Waiting in the PBX

During a conversation, a call waiting tone or voice announcement through the speaker or the handset occurs, then an outside call has received or another extension is letting you know another call is waiting. You must activate this feature to use it. (Default: Enable—Tone)
You can answer the second call by disconnecting (1) or holding (2) the current call.

1. To disconnect the current call and then talk to the new party

PT/SLT/PS

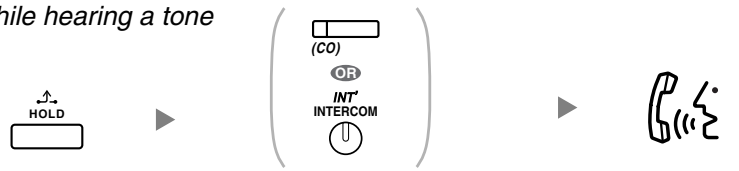
While hearing a tone

On-hook. | Off-hook. | Talk to the new party.

2. To hold the current call and then talk to the new party

PT/PS

While hearing a tone



Press **HOLD**.

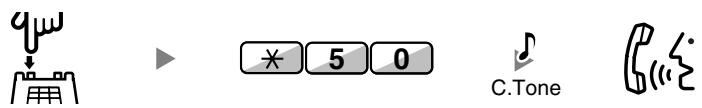
Press **CO** or **INTERCOM**.

Talk to the new party.

Disregard this step if both parties are extensions.

SLT

While hearing a tone



Press **Recall/hookswitch**.

Enter ✱ **50.**

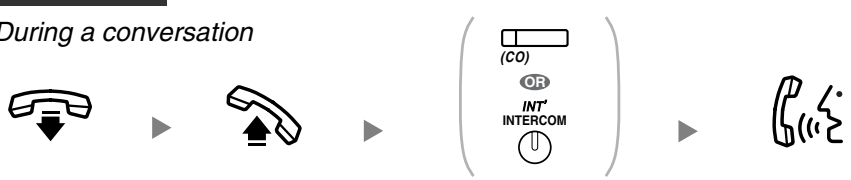
Talk to the new party.

After talking to the new party (second call), you can disconnect (2.1) or holding (2.2) it and then retrieve the first call.

2.1 To disconnect the second call and then talk to the original party

PT/PS

During a conversation



On-hook.

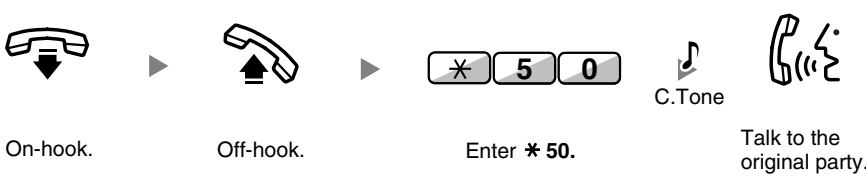
Off-hook.

Press **CO** or **INTERCOM**.

Talk to the original party.

PT/SLT/PS

During a conversation



On-hook.

Off-hook.

Enter ✱ **50.**

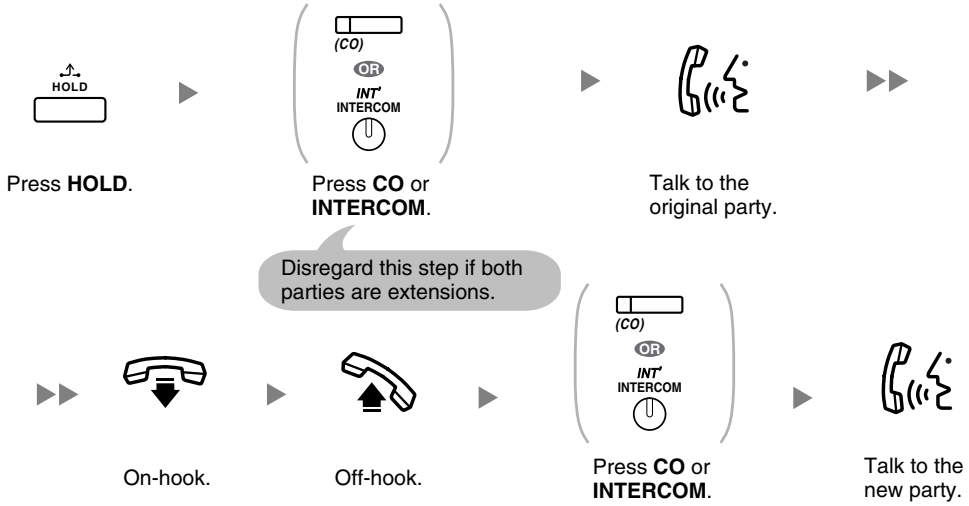
Talk to the original party.

2.2 To hold the second call and then talk to the original party

After holding it, you can talk to the original party. Then, you can disconnect it and then talk to the new party again.

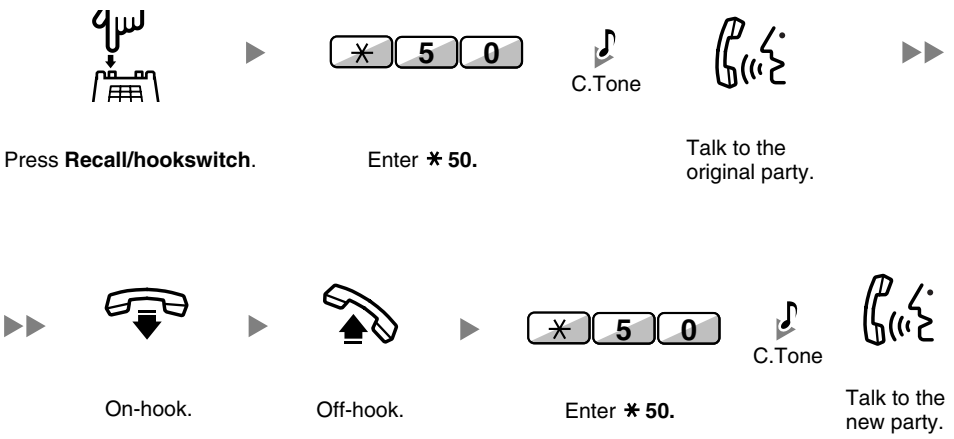
PT/PS

During a conversation



SLT

During a conversation



- **Depending on the other party's telephone,** the "Off-Hook Call Announcement (OHCA)" and the "Whisper OHCA" features can be used. You can talk to the other party through the speaker and the microphone (OHCA) or you can receive an announcement through the handset (Whisper OHCA), if you are having a conversation using the handset.
- The caller's name or number is displayed for five seconds in ten second intervals while waiting to be answered.

1.4.5 Multiple Party Conversation

— Conference
— Unattended Conference
— Leaving Three-party Conference
— Privacy Release

Conference

You can add one or more parties to your conversation.

To establish a conference call

PT/PS

During a conversation

Press **CONF** or **TRANSFER**. Dial **desired phone number**. Talk to the new party. Press **CONF**. Talk with multiple parties.

Seize CO line before dialing outside phone number.

PT/PS

During a conversation

Press **TRANSFER**. Dial **desired phone number**. Talk to the new party. Press **TRANSFER**. Enter **3**.

Seize CO line before dialing outside phone number.

Talk with multiple parties.

SLT

During a conversation

Press **Recall/ hookswitch**.

Dial **desired phone number**.

Seize CO line before dialing outside phone number.

Talk to the new party.

Press **Recall/ hookswitch**.

Enter **3**.

Talk with multiple parties.

To establish a conference call when receiving a call from an outside party during a two-party conversation

PT/PS

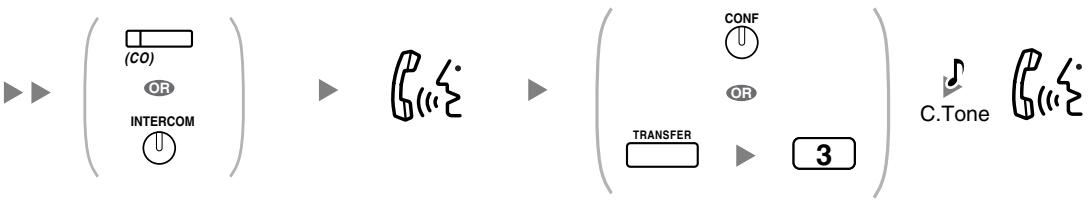
While hearing a call waiting tone

Press **HOLD**.

Press the flashing **CO**.

Talk to the new party.

Press **CONF** or **TRANSFER**.



Press the flashing **CO** or **INTERCOM** corresponding to the original party.

Talk to the original party.

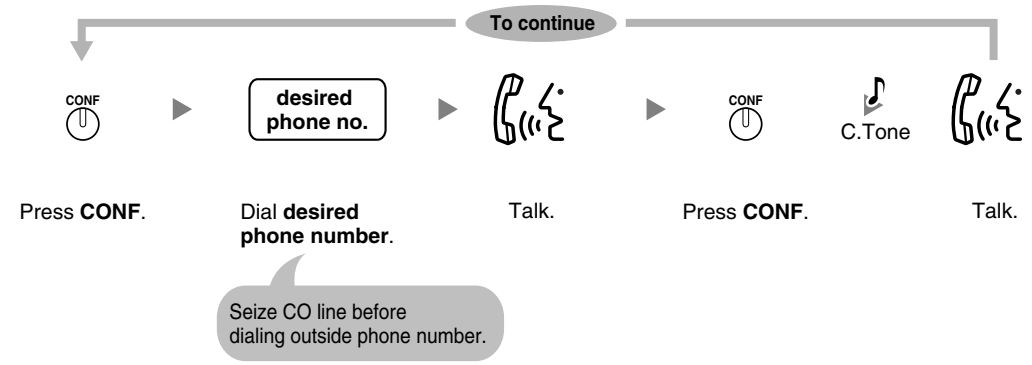
Press **CONF,** or press **TRANSFER** and then enter **3**.

Talk with multiple parties.

To add four or more parties to a conference

PT/PS

During a conversation



To add an outside party on hold to a conference

PT/PS

During a 3- to 7-party conference

To talk to two parties alternately in a three-party conversation

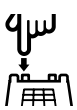
PT/PS

During a conversation

Press **TRANSFER**.

SLT

During a conversation



Press **Recall/hookswitch**.

To disconnect one party and then talk to the other in a three-party conversation

PT/PS

During a conversation

Press **TRANSFER** once or twice to establish a conversation with the party to be disconnected.

The other party will be put on hold.

Press **FLASH/RECALL**.*

Press the flashing **CO** or **INTERCOM** corresponding to the party on hold.

Talk.

- * In this case, the FLASH/RECALL button on a proprietary telephone must be in the Flash/Recall mode.
- During a three-party conversation, pressing the TRANSFER button or Recall/hookswitch alternates between the two other parties in the conversation.
- You can have a conference with a maximum of eight parties (comprising intercom or CO lines) simultaneously.
- During a conversation involving four or more parties, you cannot disconnect one party and maintain the conversation with the other parties.

Customizing Your Phone

- 3.1.3 Customizing the Buttons
  Create or edit a Conference button.

Unattended Conference

The other parties can continue their conversation.

To leave a conference

PT/PS

During a 3- to 7-party conference

Press **CONF**.

On-hook.

To return while others are talking

PT

Press flashing green **CO** or **INTERCOM**.

To complete a conversation

PT/SLT/PS

During a conversation

On-hook.

- **Time limit**
  Both parties will hear an alarm tone before a specified timeout. The originating extension will hear an alarm tone before timeout. The call is disconnected when the time runs out unless the originating extension returns to the conference.

Customizing Your Phone

- 3.1.3 Customizing the Buttons
  Create or edit a Conference button.

Leaving Three-party Conference

The other two parties can continue their conversation.

To leave a conference

PT/PS

During a three-party conference

Press **TRANSFER**. On-hook.

SLT

During a three-party conference

Press **Recall/hookswitch**. On-hook.

To complete a conversation

PT/SLT/PS

During a conversation

On-hook.

Privacy Release

You can let a third party join your current outside call.

To set

PT/PS

During a conversation

(S-CO)

Press green **S-CO**.

Ask the third party to perform the step below.

(S-CO)

Press flashing green **S-CO** within 5 seconds.

To prolong, press **S-CO** again.

C.Tone

Talk.

A three-party conversation is now established.

- Only an S-CO button can be used for this operation.

1.4.6 Mute

You can disable the microphone or the handset to consult privately with others in the room while listening to the other party on the phone through the speaker or the handset.

To set/cancel

PT

During a conversation

AUTO ANS

MUTE

OR

VOICE CALL

MUTE

Press **MUTE**.

- The AUTO ANS/MUTE or VOICE CALL/MUTE button light shows the current status as follows:
  Off: Normal
  Flashing red: Mute
- If mute is used during OHCA, it will become Handset Mute.

1.4.7 Off-hook Monitor

You can let other people in the room listen to the conversation through the speaker while continuing the conversation using the handset.

To set/cancel

PT

During a conversation using the handset

Press **SP-PHONE**.

- The SP-PHONE button light shows the current status as follows:
  Off: The voice is heard through the handset.
  On: The voice is heard through the speaker and the handset.
- This feature is controlled work by programming. Ask your manager.
- This feature may not be available with certain proprietary telephones. For more details, consult your dealer.

- **Hands-free operation**
  You can have a conversation in hands-free mode using the SP-PHONE button. You can perform other tasks simultaneously.
  Helpful hints for hands-free operation:
  - **If it is difficult to hear the other party's voice;**
    Raise the sound level using the Speaker Volume Control.
  - **If the other party has difficulty hearing you;**
    Lower the sound level.
  - **Absorbing echoes;**
    Using this unit in a room which has curtains or carpeting or both.
  - **To avoid missing part of the conversations;**
    If you and the other party speak at the same time, parts of your conversation will be lost. To avoid this, speak alternately.

1.5 Absence Settings

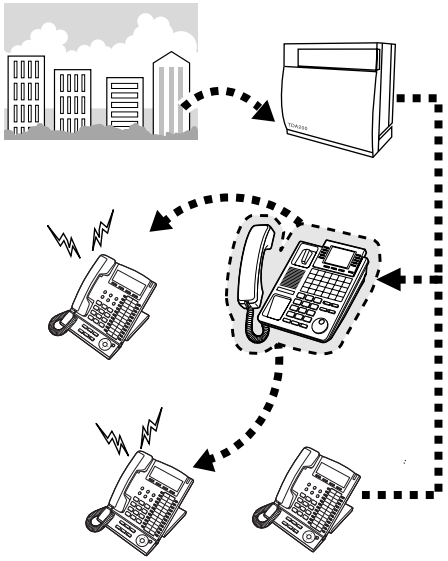
1.5.1 Call Forwarding

— Call Forwarding (FWD)

Call Forwarding (FWD)

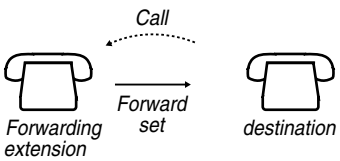
You can have your incoming calls forwarded to a specified destination.

All Calls:
All calls are forwarded. Preset extensions may also forward from their own receiving group.
Busy:
All calls are forwarded when your extension is busy.
No Answer:
All calls are forwarded when you do not answer the call within a specified time period.
Busy/No Answer (BSY/NA):
All calls are forwarded when you do not answer within a specified time period or when your extension is busy.
Follow Me (From):
If you fail to set the above-mentioned "All Calls" to forward before you leave your desk, you can set the same feature from the destination extension.



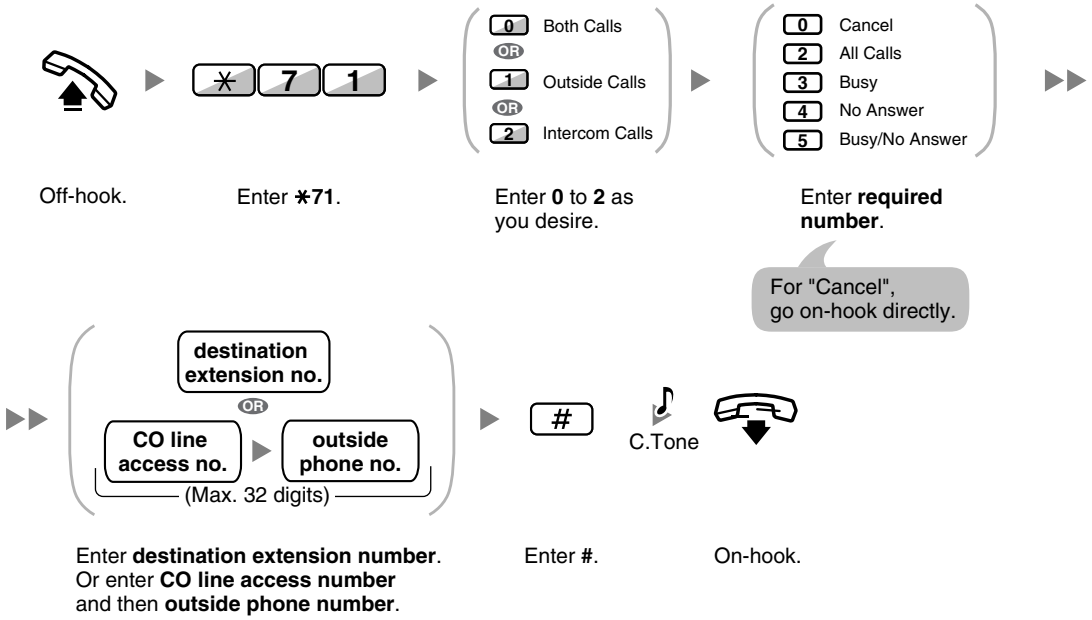
- You can set the voice mail floating extension number as a forward destination to receive calls into your mailbox.
- You can set your mobile telephone as the forward destination. The voice mail can be used to receive calls if you are unable to answer.
- Incoming calls can be forwarded up to four times.
- **Boss & Secretary feature**
  The extension which has been set as the destination can call the forwarding extension.

  <Example>



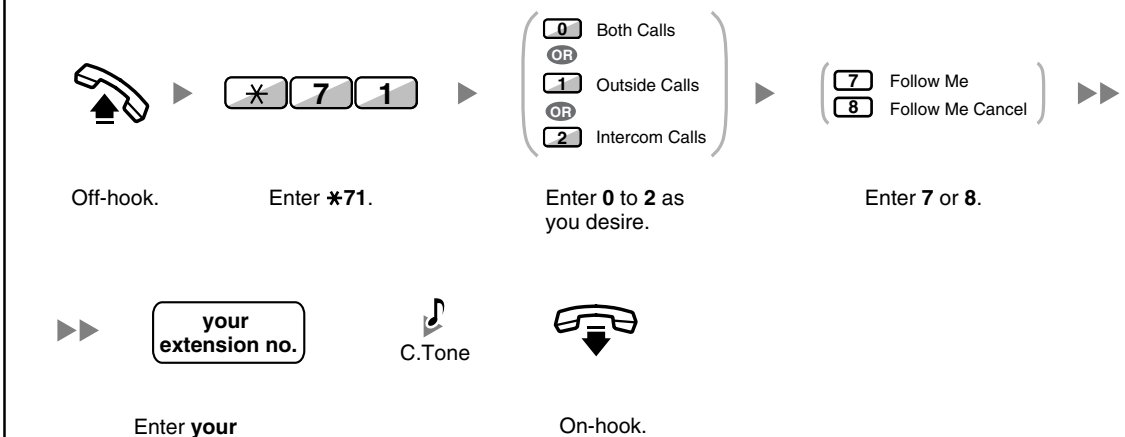
To set/cancel

PT/SLT/PS



To set from another extension

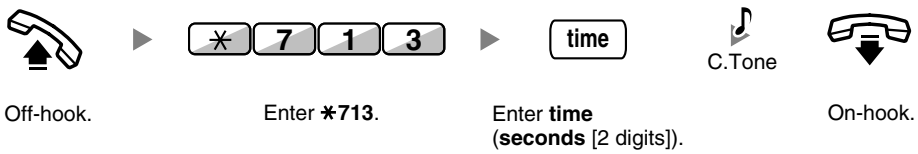
PT/SLT/PS



- When using a proprietary telephone, you can set or cancel Call Forwarding by pressing the FWD/DND button (fixed button) instead of "✳710".

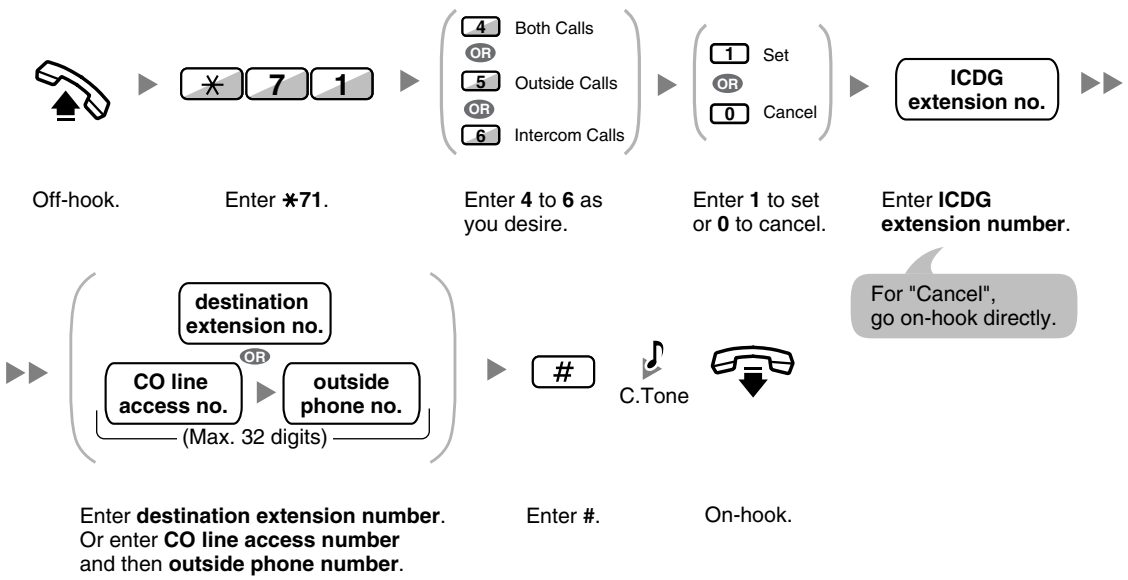
To set the timer for "No Answer" and "Busy/No Answer"

PT/SLT/PS



Call Forwarding (FWD) for your Incoming Call Distribution Group

PT/SLT/PS *ICDG: Incoming Call Distribution Group*



- The FWD/DND button light shows the current status as follows:
  Off: Both features are not set.
  Flashing red slowly: FWD mode
  Red on: DND mode
- The Group FWD button light shows the current status as follows:
  Off: No set
  Flashing red slowly: FWD mode
- You can change the mode alternately by pressing the FWD/DND or Group FWD button while on-hook.
  This only applies to a FWD/DND button or Group FWD button customized on a flexible button; it cannot be done on the FWD/DND button (fixed button).
  (Refer to "Fixed Buttons" in "1.1.1 Before Operating the Telephones".)
- Transferred outside calls are also forwarded to the destination assigned for outside calls.

- When intercom calls are set to be handled differently from outside calls (forwarding type, forward destination), we recommend establishing buttons for both FWD/DND—Outside calls and FWD/DND—Intercom calls, and/or Group FWD—Outside calls and Group FWD—Intercom calls, because:

  a) the light patterns of the FWD/DND—Both calls button (including FWD/DND button [fixed button]) and the Group FWD—Both calls button will indicate the setting for either outside calls or intercom calls, but not both.

  Note
  The FWD icon on PS display reflects the setting for outside calls only.

  b) pressing the FWD/DND—Both calls button or the Group FWD—Both calls button will not change the FWD or DND mode for intercom calls and outside calls separately.

Customizing Your Phone

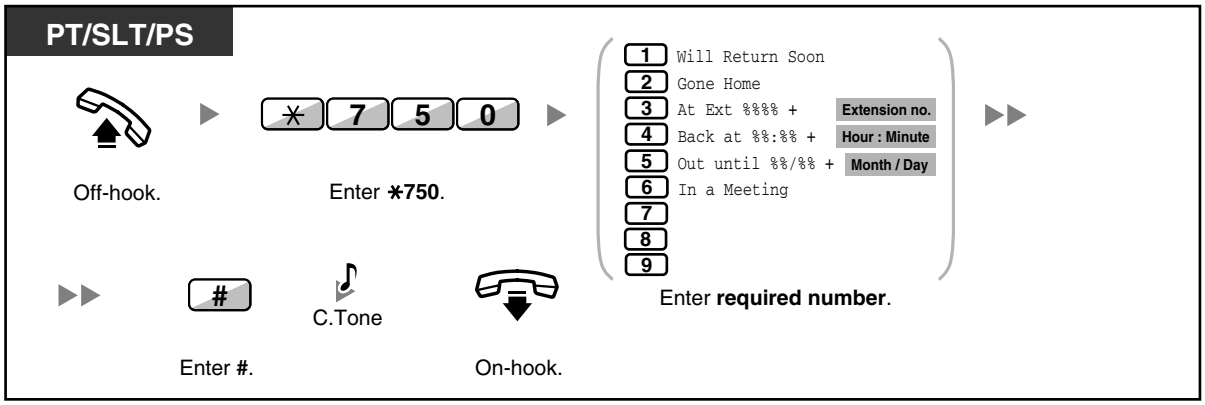
- 3.1.3 Customizing the Buttons
  Create or edit FWD/DND (Both calls, Outside calls, Intercom calls) buttons, or Group FWD (Both calls, Outside calls, Intercom calls) buttons.

1.5.2 Absent Message

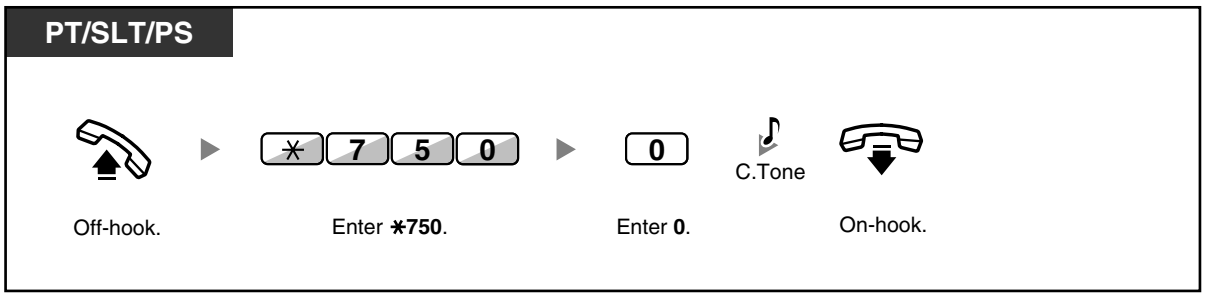
You can show the reason you do not answer, if the caller uses a Panasonic display proprietary telephone. There are eight preprogrammed messages and one for your personal message (16 characters). The selected message is shown on the display of your telephone.

Message no.	Message (Example)
1	`Will Return Soon`
2	`Gone Home`
3	`At Ext %%%%` (Extension number)
4	`Back at %%:%%` (Hour:Minute)
5	`Out until %%/%%` (Month/Day)
6	`In a Meeting`
7	
8	
9	*A message assigned for each extension. (Personal Absent Message)*

To set



To cancel

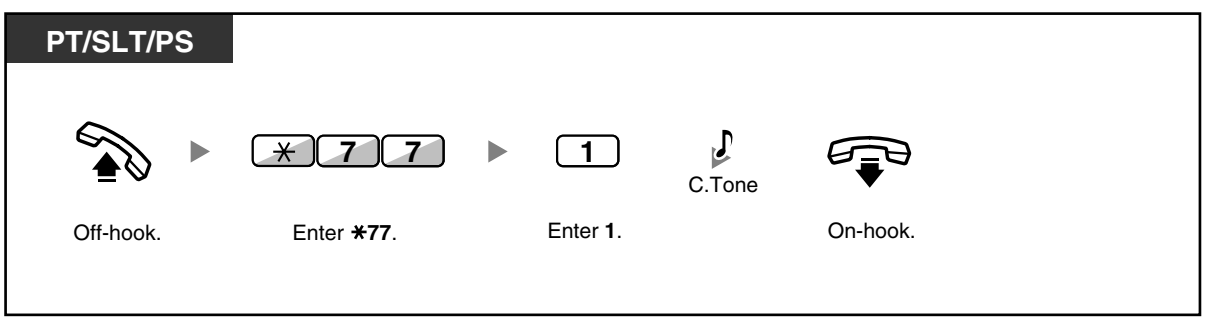


- Enter the desired value in the "%" positions. You must enter the correct number of characters as represented by the "%" using 0 to 9 or ✳.
- The default messages can be changed. Consult your dealer.
- To create your personal message (Message no. 9), refer to "3.1.2 Settings on the Programming Mode".

1.5.3 Extension Lock

You can lock your extension so that other users cannot make inappropriate outside calls. This feature is also known as Electronic Station Lockout.

To lock



To unlock

PT/SLT/PS

PIN: Personal Identification Number

Off-hook. Enter ✳**77**. Enter **0**. Enter **extension PIN** (max. 10 digits). On-hook.

- **If you forget the extension PIN or cannot unlock your phone,** consult your manager. He can clear your extension PIN. Then, you can set the new PIN and unlock your extension by entering it.
- If your extension is locked by this feature, it cannot perform feature as follows:
  — Making outside calls
  — Changing the call forwarding destination
- If you do not set extension PIN, you cannot lock and unlock.

3.1 Personal Programming

3.1.1 Personal Programming

You can customize your telephone features desk and extension. For example, you can change the initial settings or button features according to your needs.

— Extension PIN (Personal Identification Number)

- If you change your desk and extension, refer to "1.10.1 Walking Extension".

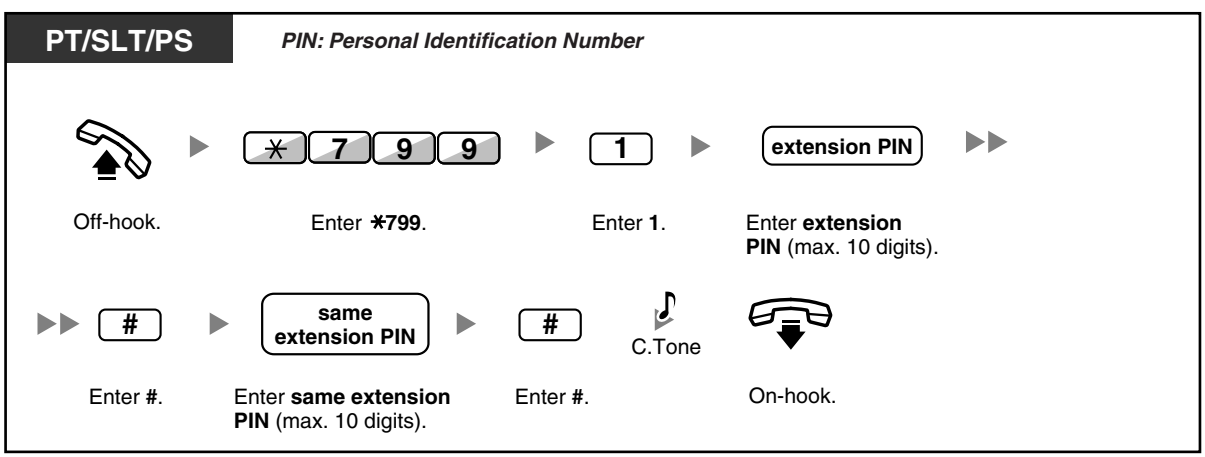
Extension PIN (Personal Identification Number)

You can assign a password to each extension.
The following features require an extension PIN.

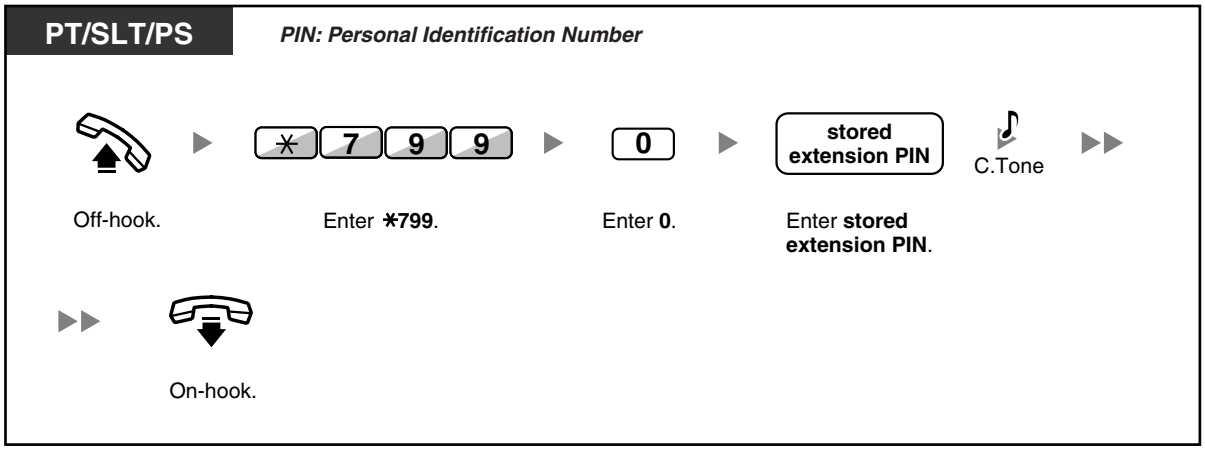
1. Screening calls (Live Call Screening [LCS])
2. Prohibiting other people from seeing your personal directory and call log (Directory and Call Log Lock)
3. Using the same settings as your extension at other extensions (Walking Extension)
4. Remote Control Operation (Walking COS)
5. Extension Lock Clear

To set

PT/SLT/PS *PIN: Personal Identification Number*



To cancel



- **WARNING**
  When a third party discovers the password (extension PIN) of the PBX, there will be a risk that they will make fraudulent phone calls using the telephone line, and the cost will be charged to your own account. In order to avoid this problem, we strongly recommend the following points:
  a) Carefully maintain the secrecy of the PIN.
  b) Specify a complicated PIN as long and random as you can make it.
  c) Change the PIN frequently.
- Valid numbers for an extension PIN are "0" through "9".
- If the wrong extension PIN is entered for a preprogrammed number of times, the PIN is locked.
- If you forget your extension PIN or your extension PIN is locked, your manager can clear the extension PIN and extension PIN lock.

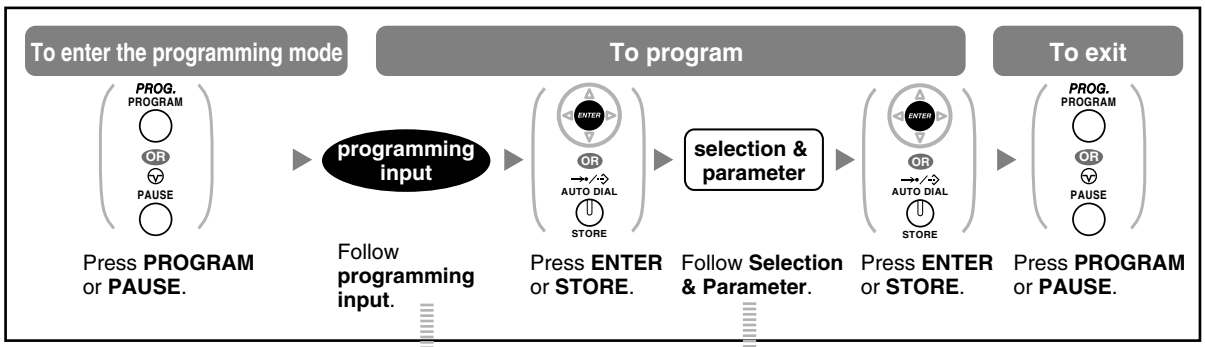
3.1.2 Settings on the Programming Mode

You can program features using the programming mode.
— Setting Features
— Clearing Features

- To exit at any time, lift the handset.
- To enter the programming mode when using a PS, refer to "Operating Instructions" for PS.
- The following items with "*" (asterisk) are not available for a PS.

Setting Features

The default settings are shown in bold letters. For later reference, place a check mark in the boxes below to indicate your customized setting.



Item	Programming Input	Selection & Parameter	
Your extension information	0 0	It shows PBX number, slot number and port number <example> EXT1050:10308 (PBX no. / Slot no. / Port no.)	
Preferred display contrast level from the 4 levels available. (Display Contrast Selection)*	0 1	1	☐ Light
		2	☐ Little Light
		3	☐ **Little Dark**
		4	☐ Dark
Which display language do you prefer? (Display Language Selection)	0 2	1	☐ **English**
		2	☐ 2nd Language
		3	☐ 3rd Language
		4	☐ 4th Language
		5	☐ 5th Language
Would you like the call duration to be shown automatically on the display when answering an outside call? (Display Switching Mode)	0 3	0	☐ No—Manual (The display keeps showing all of the outside caller's information unless you change it to the call duration manually.)
		1	☐ **Yes—Automatic (The first line of the display will change to the call duration automatically when you answer an outside call.)**

Item	Programming Input	Selection & Parameter	
Would you like to turn on the display backlight of the KX-T7633/KX-T7636? (Display Backlight Selection)*	0 4	0	☐ Yes—ON in use
		1	☐ **Yes—always ON**
		2	☐ No—always OFF
Would you like to dial a preset number simply by going off-hook?	1 1	desired no. (max. 32 digits)	
	1 2	0	☐ **Don't use**
		1	☐ Use
Should you prevent your number being displayed on the called party's telephone? (Calling Line Identification Restriction [CLIR])	1 3	0	☐ **No—Allows your number to be displayed**
		1	☐ Yes—Prevent your number being displayed
Which number should be displayed on the called party's telephone? (Calling Line Identification Presentation [CLIP])	1 4	0	**Caller ID assigned to your extension**
		1	Caller ID assigned on the CO line being used
Which do you prefer to seize when you go off-hook to make calls? (Preferred Line Assignment—Outgoing)	1 9	0	☐ No line
		1	☐ An idle CO line
		2 + CO button no.** (01-36) or (CO)	☐ A CO/G-DN button
		** CO button numbers (25-36) are available only when the Add-on Key Module is set up to your telephone.	
		3 or INTERCOM	☐ **Intercom**

Item	Programming Input	Selection & Parameter	
Which line do you prefer to answer when you go off-hook? (Preferred Line Assignment—Incoming)	2 0	0	☐ No line
		1	☐ **The longest ringing line (when multiple calls arrive)**
		2 + CO button no.** (01-36) or (CO)	☐ A assigned outside button
		** CO button numbers (25-36) are available only when the Add-on Key Module is set up to your telephone.	
How do you prefer to receive an intercom call? (Alternate Receiving—Ring/Voice)*	2 1	0	☐ **Ringing (Tone Call)**
		1	☐ Directly—The party's voice is heard without ringing.
		2	☐ Ring only—Prohibiting the caller switching to the voice mode.
Should the single line telephone in parallel ring? (Paralleled Telephone)*	2 2	0	☐ No—The telephone will not ring.
		1	☐ **Yes—The telephone will ring.**
Do you prefer to answer a call without going off-hook regardless of the AUTO ANS button status? (Forced Answerback Selection)*	2 3	0	☐ **No—Disable**
		1	☐ Yes—Enable
Which service do you prefer when a calling party is recording a message in your mailbox? (Live Call Screening Mode Set)*	2 5	0	☐ You can monitor the message through the telephone speaker. **(Hands-free mode)**
		1	☐ Only an alarm tone is heard. (Private mode)
Would you like to keep recording after answering the call in the LCS mode? (LCS Mode Set [After Answering])	2 6	0	☐ **No—Stop recording**
		1	☐ Yes—Keep recording

Item	Programming Input	Selection & Parameter	
Do you prefer to receive call waiting for outside calls?	3 0	0	☐ No (No tone)
		1	☐ **Yes (Tone)**
Which type of call waiting for intercom calls do you prefer? (Call Waiting Selection)	3 1	0	☐ No call
		1	☐ **Tone**
		2	☐ Voice announcement through the built-in speaker (OHCA)
		3	☐ Voice announcement through the handset (Whisper OHCA)
Which type of call waiting tone do you prefer? (Call Waiting Tone Type Selection)	3 2	0	☐ **Tone 1**
		1	☐ Tone 2
Would you like to show a message on the caller's telephone display? (Absent Message)	4 0	0	☐ **No—Off**
		message no. (1-8)	☐ Yes—Shows the selected message.
		9	☐ Yes—Shows your personal message.
Creating your personal message. (Personal Absent Message)	4 1	message (max. 16 characters)	

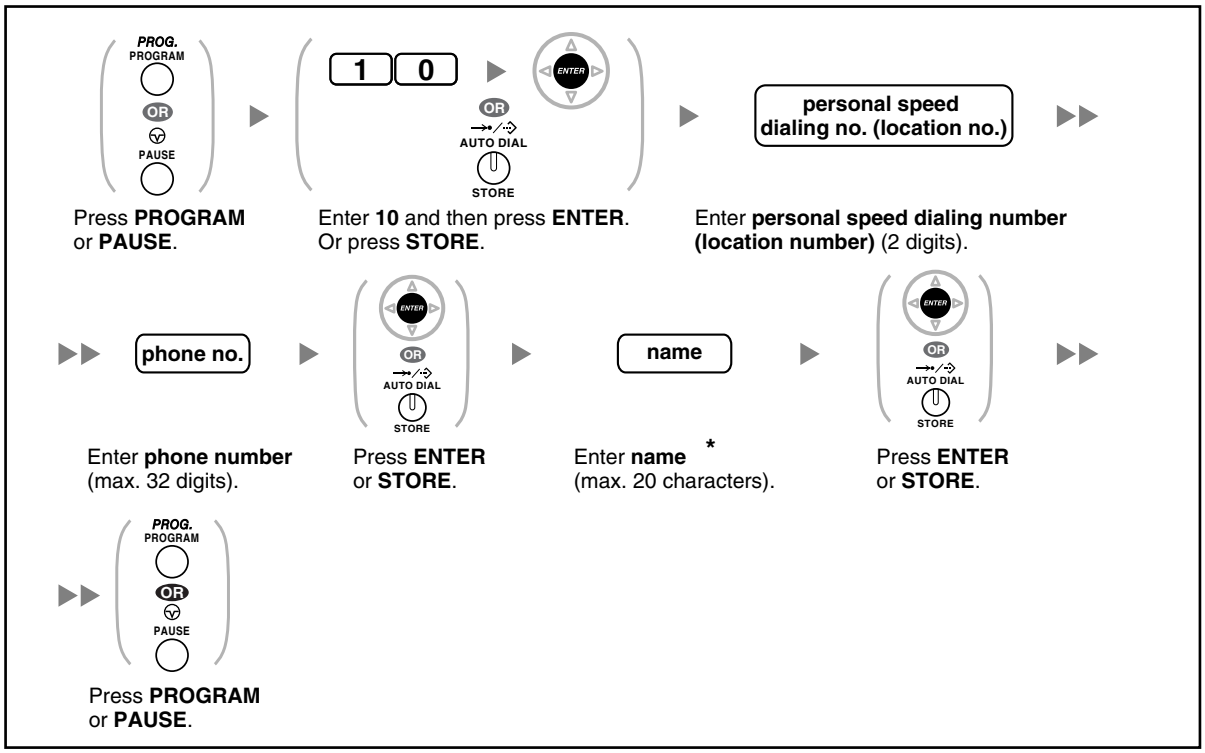
Item	Programming Input	Selection & Parameter	
Where are your incoming calls forwarded or refused? (Call Forwarding [FWD]/Do Not Disturb [DND])	[5] [0] / FWD/DND ○ (for both calls) [5] [1] (for outside calls) [5] [2] (for intercom calls)	[0]	☐ **Off**
		[1]	☐ Do Not Disturb (DND)
		[2] + desired no. (max. 32 digits)	☐ All—Forward all calls
		[3] + desired no. (max. 32 digits)	☐ Busy—Forwarded when your extension is busy.
		[4] + desired no. (max. 32 digits)	☐ No Answer—Forwarded when you do not answer.
		[5] + desired no. (max. 32 digits)	☐ Busy/No Answer—Forwarded when you do not answer or when your extension is busy.
To set the timer for "No Answer" and "Busy/No Answer". (FWD N/A Timer)	[5] [3]	☐ (0-120) seconds (Default: 15 seconds)	
Should you prohibit other people from picking up your calls? (Call Pickup Deny)	[6] [0]	[0]	☐ **No—Allow**
		[1]	☐ Yes—Deny
Do you use the headset? (Headset Operation)*	[6] [1]	[0]	☐ **No—Headset off**
		[1]	☐ Yes—Headset on
Do you prohibit other people from joining your conversation? (Executive Busy Override Deny)	[6] [2]	[0]	☐ **No—Allow**
		[1]	☐ Yes—Deny
Would you like to prohibit paging announcements? (Paging Deny)*	[6] [3]	[0]	☐ **No—Allow**
		[1]	☐ Yes—Deny
Do you prefer to hear the key pad tone? (Key Pad Tone Set)*	[6] [4]	[0]	☐ No—Off
		[1]	☐ **Yes—On**

Item	Programming Input	Selection & Parameter	
Do you want back ground music through your telephone speaker while on-hook? (Background Music [BGM])*	6 5	0	☐ **No—Off**
		1 + BGM no. (1digit)	☐ Yes—On
Would you like to set your extension PIN or change a stored extension PIN to new one? (Extension PIN [Personal Identification Number])	9 0	extension PIN (max. 10 digits) + ENTER/STORE + same extension PIN	To set an extension PIN
		stored extension PIN + new extension PIN (max. 10 digits) + ENTER/STORE + same extension PIN	To change a stored extension PIN to new one
To prevent other people from using your telephone. (Extension Lock)	9 1	**extension PIN (max. 10 digits) +** 0	☐ **To unlock**
		extension PIN (max. 10 digits) + 1	☐ To lock
To prevent other people from seeing your personal directory and call log. (Directory and Call Log Lock)*	9 2	**extension PIN (max. 10 digits) +** 0	☐ **To unlock**
		extension PIN (max. 10 digits) + 1	☐ To lock
Do you prefer to set the One-touch dialing only? (One-touch Dialing Assignment Mode Selection)	# *	0	☐ **No—Normal (Any Flexible CO buttons can be modified.)**
		1	☐ Yes—Only One-touch dialing buttons can be modified. However, to modify them, there is no need to enter "2" before the number.

- **WARNING**
  When a third party discovers the password (extension PIN) of the PBX, there will be a risk that they will make fraudulent phone calls using the telephone line, and the cost will be charged to your own account. In order to avoid this problem, we strongly recommend the following points:
  a) Carefully maintain the secrecy of the PIN.
  b) Specify a complicated PIN as long and random as you can make it.
  c) Change the PIN frequently.
- After the program number is entered, the program title is displayed.
  The programming screen can be changed with the Navigator key (Up or Down).

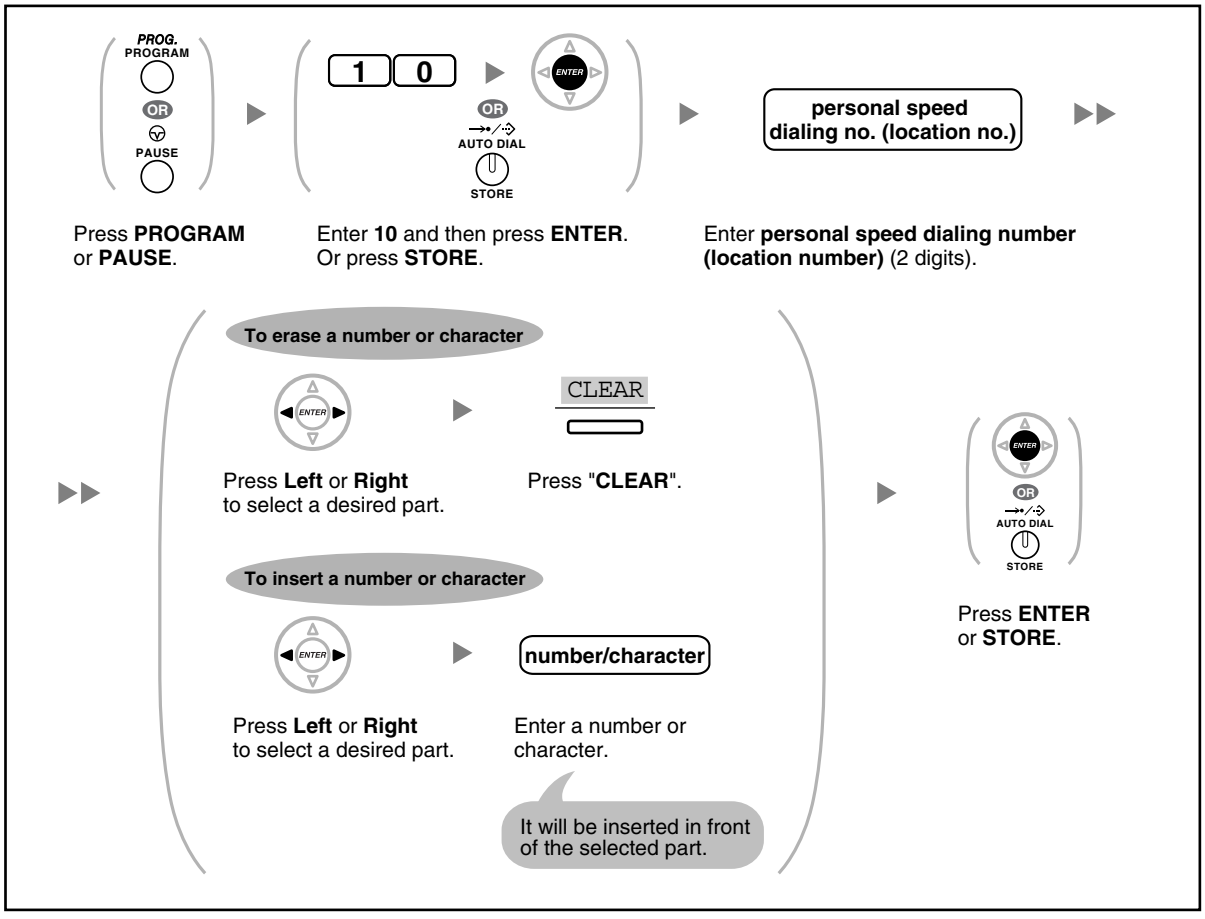
- You can select the parameter with the Navigator Key (Up or Down) instead of entering a number.

To store the names and numbers for personal speed dialing



- * To enter characters, refer to "Entering Characters".

To edit the names and numbers for personal speed dialing



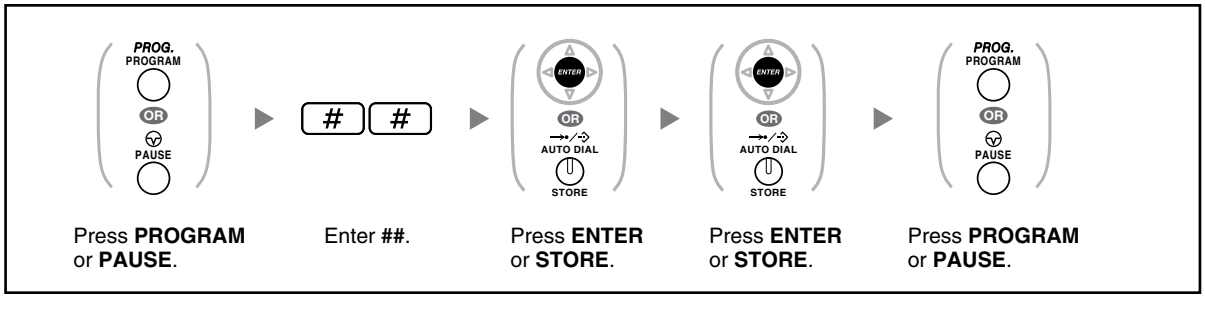
Clearing Features

You can reset the settings of the following features on your extension to the default settings with one operation.

Features	Default Setting
Display Switching Mode	**Automatic**
Hot Line	**Off**
Calling Line Identification Restriction [CLIR]	**Allow**
Calling Line Identification Presentation [CLIP]	**Caller ID assigned on your extension**
Preferred Line Assignment—Outgoing	**Intercom**
Preferred Line Assignment—Incoming	**The longest ringing line**
Alternate Receiving—Ring/Voice	**Ringing (Tone Call)**
Paralleled Telephone	**Paired SLT will ring**
Forced Answerback Selection	**Disable**
Live Call Screening Mode Set	**Hands-free mode**

Features	Default Setting
LCS Mode Set [After Answering]	**Stop recording**
Call Waiting Selection—Intercom Calls/Outside Calls	**Enable (Tone)**
Call Waiting Tone Type Selection	**Tone 1**
Absent Message	**Off**
Personal Absent Message	**Cleared**
Call Forwarding [FWD]/Do Not Disturb [DND]—Intercom Calls/ Outside Calls	**Off**
FWD N/A Timer	**15 seconds**
Call Pickup Deny	**Allow**
Headset Operation	**Headset off**
Executive Busy Override Deny	**Allow**
Paging Deny	**Allow**
Key Pad Tone Set	**On**
Background Music [BGM]	**Off**
Data Line Security	**Off**
Log-in/Log-out	**Log-in**
Message Waiting	**Off**
Timed Reminder	**Cleared**

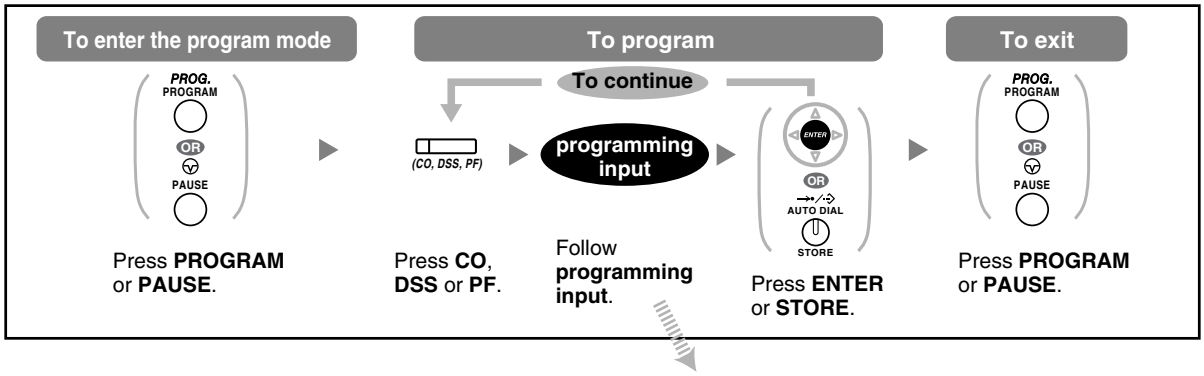
To set



- If you do not desire that the Call Waiting, FWD/DND or Hot Line to be cleared by this feature, please ask your dealer.

3.1.3 Customizing the Buttons

You can change the flexible CO buttons/DSS buttons, and programmable feature (PF) buttons on PTs, DSS Consoles, Add-on Key Modules, and PSs to the following function buttons. For example, if your telephone has more CO buttons than available CO lines, you may change unused CO buttons to one touch buttons.

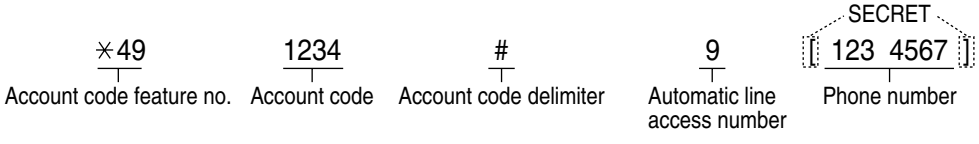


Buttons	Programmable Button			Programming Input
	CO	DSS	PF	
Loop-CO (L-CO)	✔	✔		[*]
Group-CO (G-CO)	✔	✔		[#] + CO line group no. (2 digits)
Single-CO (S-CO)	✔	✔		[0] + CO line no. (3 digits)
Direct Station Selection (DSS)	✔	✔		[1] + Extension no.
One-touch Dialing*1	✔	✔	✔	[2]*2 + Desired no. (max. 32 digits)
Group Directory Number (G-DN)	✔	✔		[3] [0] + Incoming call distribution group extension no.
Message	✔	✔		[4] [0]
Message for another extension	✔	✔		[4] [0] + Extension no./Incoming call distribution group extension no.
Call Forwarding (FWD)/Do Not Disturb (DND)—Both calls	✔	✔		[4] [1]
FWD/DND—Outside calls	✔	✔		[4] [2]
FWD/DND—Intercom calls	✔	✔		[4] [3]
Group FWD—Both calls	✔	✔		[4] [4] + Incoming call distribution group extension no.
Group FWD—Outside calls	✔	✔		[4] [5] + Incoming call distribution group extension no.
Group FWD—Intercom calls	✔	✔		[4] [6] + Incoming call distribution group extension no.
Account	✔	✔		[4] [8]

Buttons	Programmable Button			Programming Input
	CO	DSS	PF	
Conference	✔	✔		4 9
Terminate	✔	✔		5 0
External Feature Access (EFA)	✔	✔		5 1
Call Park	✔	✔		5 3 + Parking zone no. (2 digits)
Call Park (Automatic Park Zone)	✔	✔		5 3 *
Call Log*3	✔	✔		5 4
Call Log for ICD Group*3	✔	✔		5 4 + Incoming call distribution group extension no.
Log-in/Log-out	✔	✔		5 5
Log-in/Log-out of a specified group	✔	✔		5 5 + Incoming call distribution group extension no.
Log-in/Log-out for all groups	✔	✔		5 5 *
Hurry-up	✔	✔		5 6 + Incoming call distribution group extension no.
Wrap-up	✔	✔		5 7
System Alarm*3	✔	✔		5 8
Time Service (Day/Night/ Lunch/Break)	✔	✔		5 9 + 0/1/2/3*4 (+ # + Tenant no.)
Answer*3	✔	✔		6 0
Release*3	✔	✔		6 1
Toll Restriction (TRS)	✔	✔		6 2 + Toll Restriction (TRS) Level (1-7)
Calling Line Identification Restriction (CLIR)	✔	✔		6 4
Connected Line Identification Restriction (COLR)	✔	✔		6 5
Headset*3	✔	✔		6 7
Time Service Switching Mode (Automatic/Manual)	✔	✔		6 8 (+ Tenant no.)

Buttons	Programmable Button			Programming Input
	CO	DSS	PF	
Two-way Record*5	✔	✔		9 0 + Voice mail floating extension no.
Two-way Transfer*5	✔	✔		9 1 + Voice mail floating extension no.
One-touch Two-way Transfer*5	✔	✔		9 1 + Voice mail floating extension no. + # + Extension no./Incoming call distribution group extension no.
Live Call Screening (LCS)*5	✔	✔		9 2
Voice Mail Transfer*5	✔	✔		9 4 + Voice mail floating extension no.

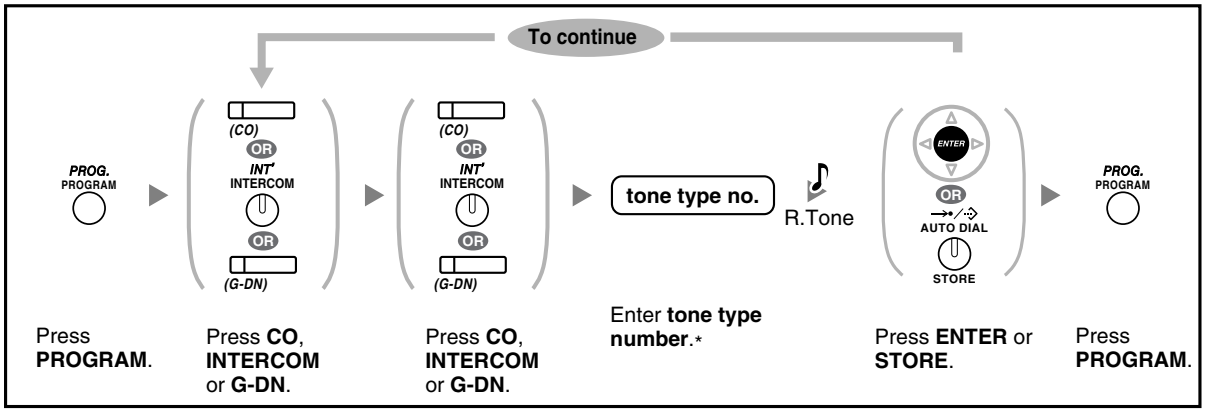
- *1 "✳," "#," FLASH/RECALL, PAUSE, SECRET (INTERCOM) and T (Transfer) can also be stored.
  If you do not want to display the stored number when making a call, press the SECRET (INTERCOM) button before and after the numbers you wish to conceal.
  If you store an outside party's number, you should first store a line access number.
  If you need to enter an account code, you can enter the specified account code before the line access number.
  <Example>



- *2 For a PF button, "2" is not required to enter before the desired number.
- *3 This button is not available for a PS.
- *4 0: Day/Night/Lunch/Break, 1: Day/Night/Break, 2: Day/Night/Lunch, 3: Day/Night
- *5 This button is used for the integrated voice mail features.
- **To exit at any time,** lift the handset.

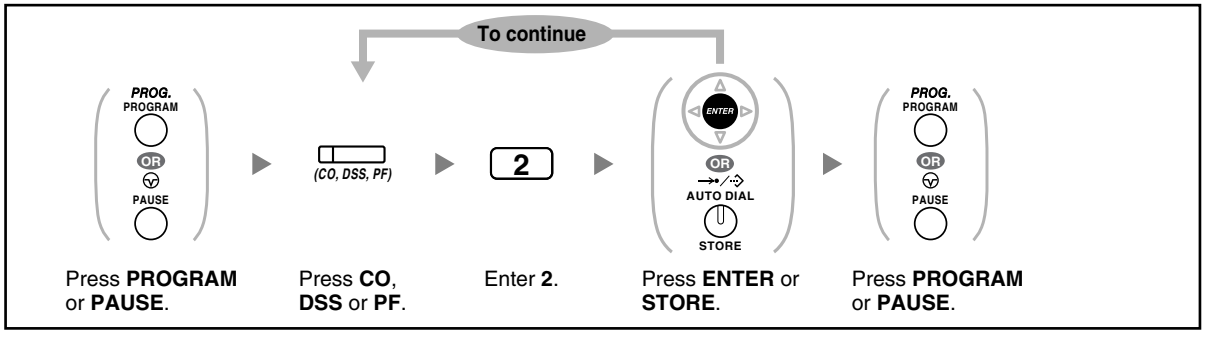
- You can select the parameter with the Navigator key (Up or Down) instead of entering a number.

To distinguish the ringing tones for each CO, INTERCOM or G-DN button (Digital proprietary telephone only)



- * Available tone types vary depending on the telephone you are using:
  - KX-T7600 series: Tone types "01" to "30" are available.
  - Other telephones: Only tone types "01" to "08" are available.
    It is possible to enter a tone type number from "09" to "30", but you will hear tone type "02".

To clear the button



Personal Phone Settings

Speaker Volume – Handset / Headset Volume

While in hands-free conversation While using the handset or headset	1. Press VOL button Up ⋏ or Down ⋎ /or/ 2. Press arrow Up ⋏ or Down ⋎.

** If you hear your own voice through the handset or headset, decrease the volume.

Ringer Volume

KX-T7625 While on hook or receiving a call.	1. Slide the lever of the Ringer switch to (OFF/ON). 2. If ON is selected, press VOL Up ⋏ or Down ⋎.
KX-T7630/7633/7636 While on hook or receiving a call	1. Press arrow Up ⋏ or Down ⋎.

LCD Contrast

KX-T7630/7633/7636 While on-hook	1. Press PROG button. 2. [0] [1] 3. Press ENTER button. 4. Press Up ⋏ or Down ⋎ arrow to brighten or darken. 5. Press ENTER button. 6. Press EXIT.

Change Ring Tone

Scroll sample of ring tones	1. Press PROG or PROGRAM. 2. Press [CO] or INTERCOM <u>twice.</u> 3. [0] [1] through [3] [0]. 4. Press ENTER or AUTO DIAL STORE. 5. Press EXIT or PROGRAM.

Disclaimer and Limitation of Warranty

This Manual uses the initial factory settings (default value) for feature descriptions. Panasonic® strives to design the features in communication systems to be fully interactive with one another. However, this is not always possible as the combinations of accessories and features are too varied and extensive to insure total feature compatibility. Accordingly, some features identified in this publication will not operate if some other feature is activated.

Panasonic and TeleData, Inc. disclaim all liability relating to feature non-compatibility or associated in any way with problems which may be encountered by incompatible features. TeleData, Inc. makes no representation as to the compatibility of features.

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Note: If, as a result of using this guide service is required, any voice or on-site technical service will incur charges.